

1 **WHAT IS CLAIMED IS:**

2 1. A method of performing diagnosis in a computer system, the
3 method comprising:

4 performing in a computer system a plurality of automated diagnostic
5 procedures that each either fails or passes depending on at least one condition in
6 the computer system;

7 if any of the automated diagnostic procedures fail, displaying identifiers of
8 failed automated diagnostic procedures on a graphical user interface of the
9 computer system for selection by a user; and

10 displaying on the graphical user interface a user-selectable input control
11 that, upon user selection of a displayed identifier, can initiate an automated
12 remedy procedure that is associated with the failed automated diagnostic
13 procedure.

1 2. The method of claim 1, wherein the automated remedy procedure
2 comprises a troubleshooting procedure designed to identify a problem source
3 that may have caused the failed automated diagnostic procedure to fail.

1 3. The method of claim 1 wherein the automated remedy procedure is
2 designed to remedy a problem that may have caused the failed automated
3 diagnostic procedure to fail.

1 4. The method of claim 1, wherein the plurality of automated
2 diagnostic procedures comprises at least one selected from the group consisting

3 of: an application based automated diagnostic procedure and a content based
4 automated diagnostic procedure.

1 5. The method of claim 1, wherein the plurality of automated
2 diagnostic procedures comprises at least one installation automated diagnostic
3 procedure.

1 6. The method of claim 1, wherein the automated remedy procedure
2 comprises restoring at least one customized setting in the computer system to a
3 default setting.

1 7. The method of claim 1, wherein a failure of at least one of the
2 automated diagnostic procedures comprises one selected from the group
3 consisting of: an informational message, an advisory, a warning, a fatal error
4 notification, and combinations thereof.

1 8. The method of claim 1, wherein the user selects the plurality of
2 automated diagnostic procedures for being performed in the computer system.

1 9. The method of claim 1, further comprising receiving a
2 predetermined input upon the user selecting the user-selectable input control.

1 10. The method of claim 9, further comprising performing the
2 automated remedy procedure in response to receiving the predetermined input.

1 11. The method of claim 10, further comprising receiving user input
2 during the automated remedy procedure.

1 12. The method of claim 10, further comprising again performing the
2 failed automated diagnostic procedure after performing the automated remedy
3 procedure.

1 13. The method of claim 1, wherein the computer system includes a
2 plurality of automated remedy procedures, and wherein the user-selectable input
3 control can initiate any of the plurality of automated remedy procedures that is
4 associated with a selected one of the plurality of automated diagnostic
5 procedures.

1 14. A computer program product tangibly embodied in an information
2 carrier, the computer program product including instructions that when executed
3 cause a processor to perform operations comprising:

4 perform in a computer system a plurality of automated diagnostic
5 procedures that each either fails or passes depending on at least one condition in
6 the computer system;

7 if any of the automated diagnostic procedures fail, display identifiers of
8 failed automated diagnostic procedures on a graphical user interface of the
9 computer system for selection by a user; and

10 display on the graphical user interface a user-selectable input control that,
11 upon user selection of a displayed identifier, can initiate an automated remedy
12 procedure that is associated with the failed automated diagnostic procedure.

1 15. The computer program product of claim 14, wherein the computer
2 system includes a plurality of automated remedy procedures, and wherein the
3 user-selectable input control can initiate any of the plurality of automated remedy
4 procedures that is associated with a selected one of the plurality of automated
5 diagnostic procedures.

1 16. A computer program product tangibly embodied in an information
2 carrier, the computer program product including instructions that, when executed,
3 generate on a display device a graphical user interface for performing diagnosis
4 in a computer system, the graphical user interface comprising:

5 an identifier presentation area for displaying, upon a plurality of automated
6 diagnostic procedures being performed in a computer system, identifiers of any
7 of the automated diagnostic procedures that fail, for selection by a user; and
8 a user selectable input control for initiating, following user selection of a
9 displayed identifier of a failed automated diagnostic procedure, an automated
10 remedy procedure that is associated with the failed automated diagnostic
11 procedure.

1 17. The computer program product of claim 16, wherein the user-
2 selectable input control is displayed before the user selection of the displayed
3 identifier.

1 18. The computer program product of claim 16, wherein the user-
2 selectable input control can initiate any of a plurality of automated remedy

3 procedures that is associated with a selected one of the plurality of automated
4 diagnostic procedures.

1 19. The computer program product of claim 16, wherein the graphical
2 user interface further comprises a selection area for the user to select the
3 plurality of automated diagnostic procedures to be performed.

1 20. The computer program product of claim 19, wherein the selection
2 area comprises a first area presenting at least one application based automated
3 diagnostic procedure and a second area presenting at least one content based
4 automated diagnostic procedure.

5